

100

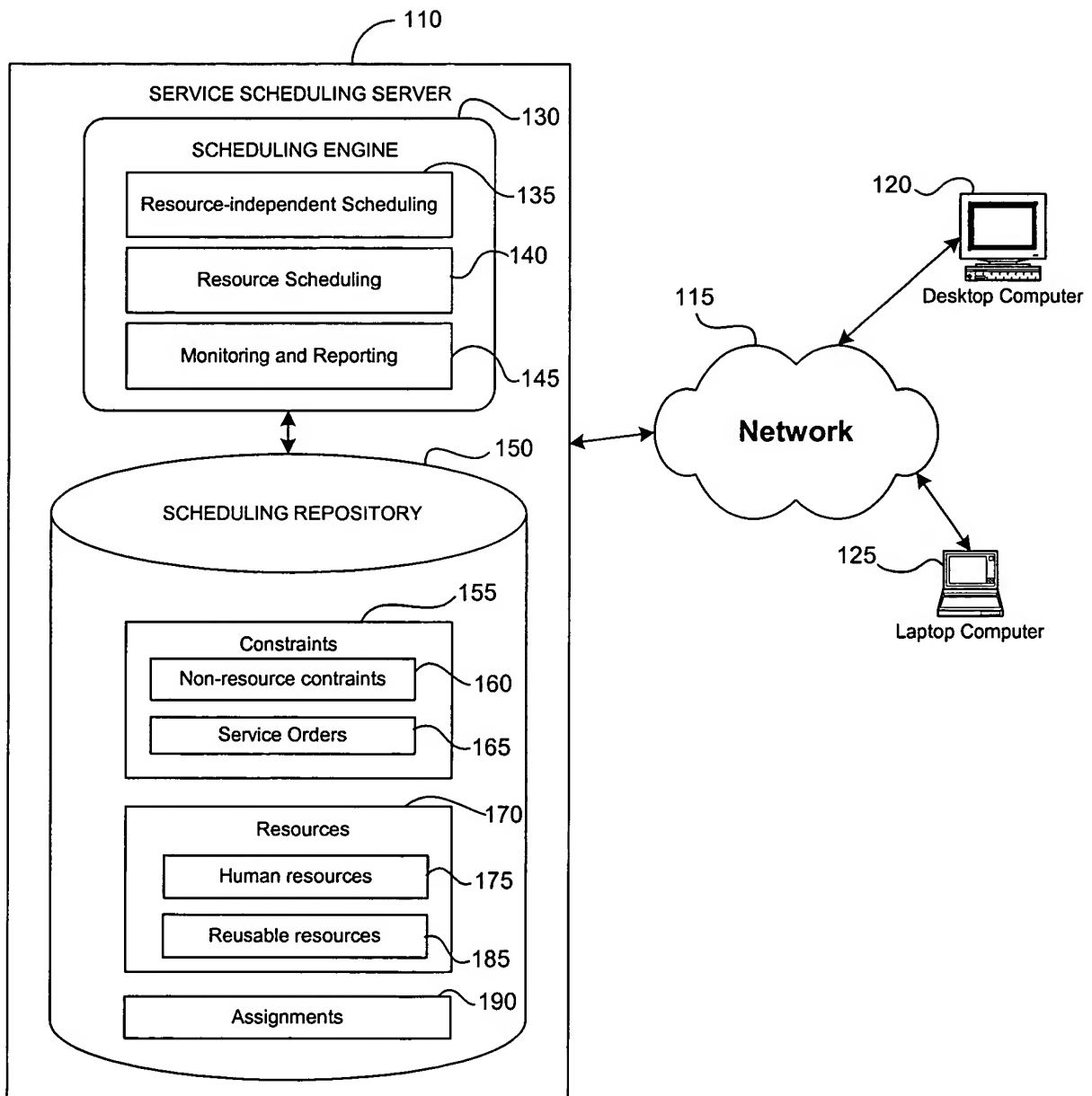
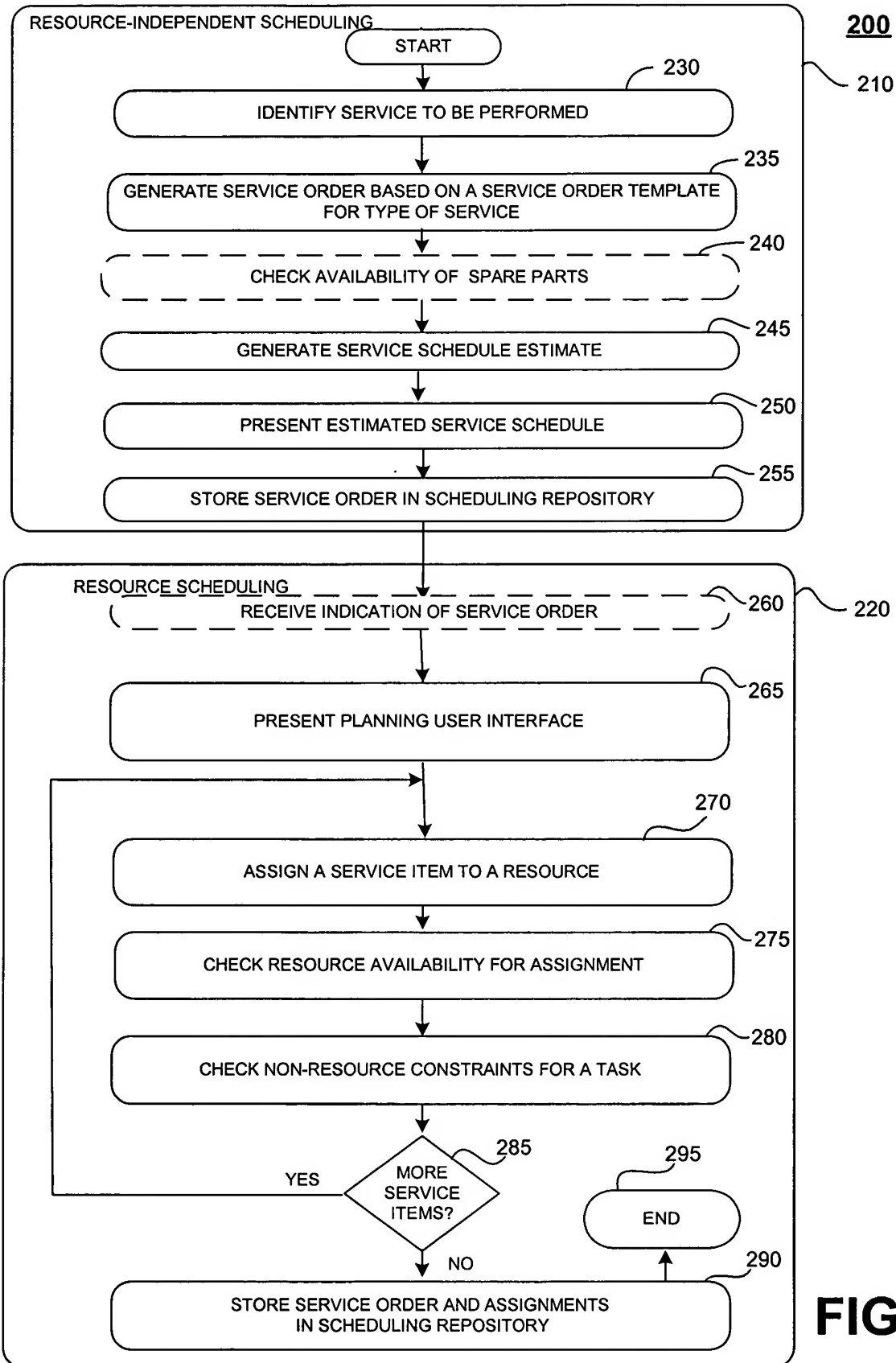


FIG. 1



300

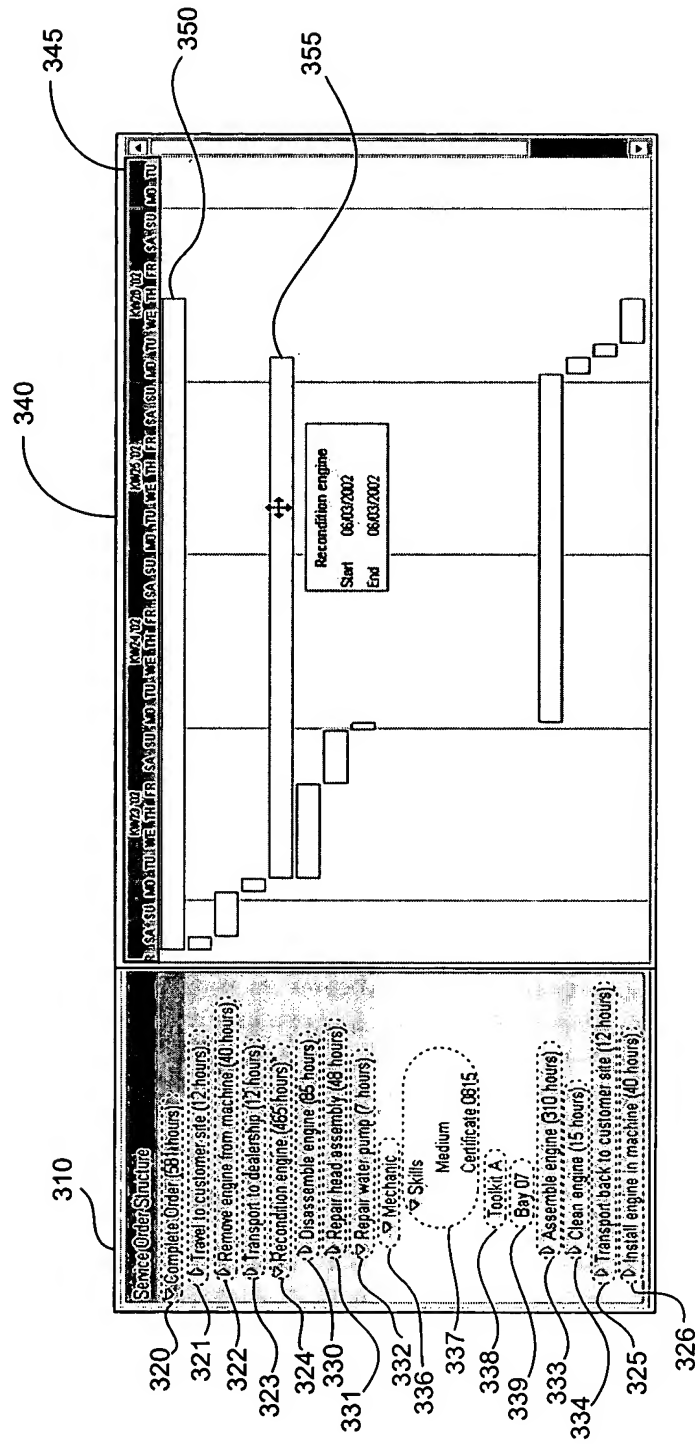
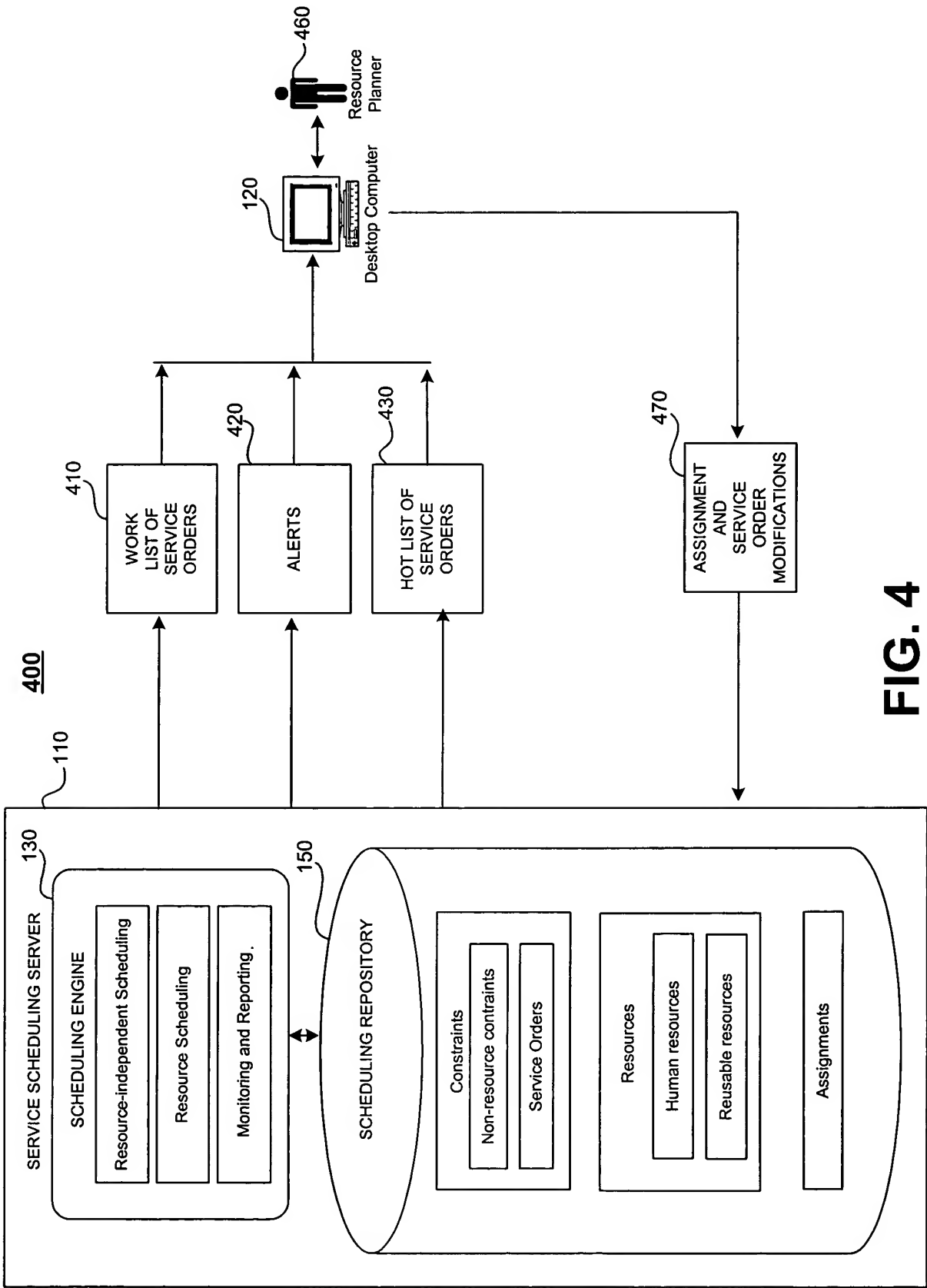


FIG. 3



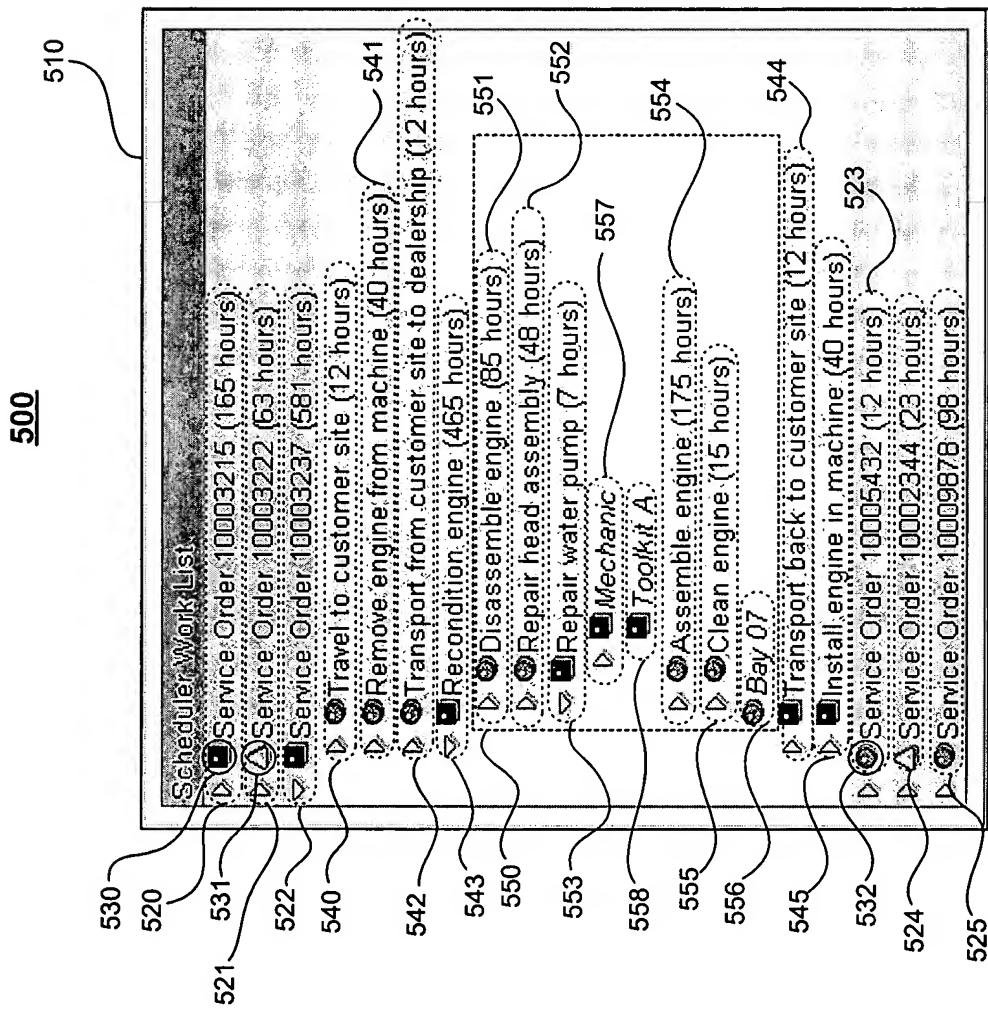


FIG. 5

600

610

Scheduler Worklist

Work list view: Most urgent service orders

620 625 630 635 640 645 650 655 660 670

Sched.	Priority	Service Order	Item	Service Task Descr.	Start Date	Start Time	End Date	End Time	Dur.	Unit	Customer
<input type="checkbox"/>	very high	8000005334	10	Repair Service	23.08.2002	08:00:00	25.08.2002	17:00:00	5	hours	Dimmler
<input type="checkbox"/>	very high	8000003533	10	Pump Adjustment	28.08.2002	10:00:00	28.08.2002	16:00:00	2	hours	Ford
<input type="checkbox"/>	high	8000006848	10	Contract Service 1	25.08.2002	07:00:00	02.09.2002	12:00:00	18	hours	Toyota
<input type="checkbox"/>	high	8000005674	20	Pump Adjustment	01.09.2002	08:00:00	01.09.2002	17:00:00	3	hours	Generate Mots
<input type="checkbox"/>	medium	8000004323	10	Contract Service 2	21.08.2002	14:00:00	25.08.2002	14:00:00	5	hours	Ferrali
<input type="checkbox"/>	low	8000005994	10	Full Maintenance	25.08.2002	08:00:00	03.09.2002	18:00:00	48	hours	Chryther
<input type="checkbox"/>	high	8000007653	10	Repair Service	01.09.2002	08:00:00	03.09.2002	17:00:00	5	hours	Mitsumishi

615

FIG. 6

700

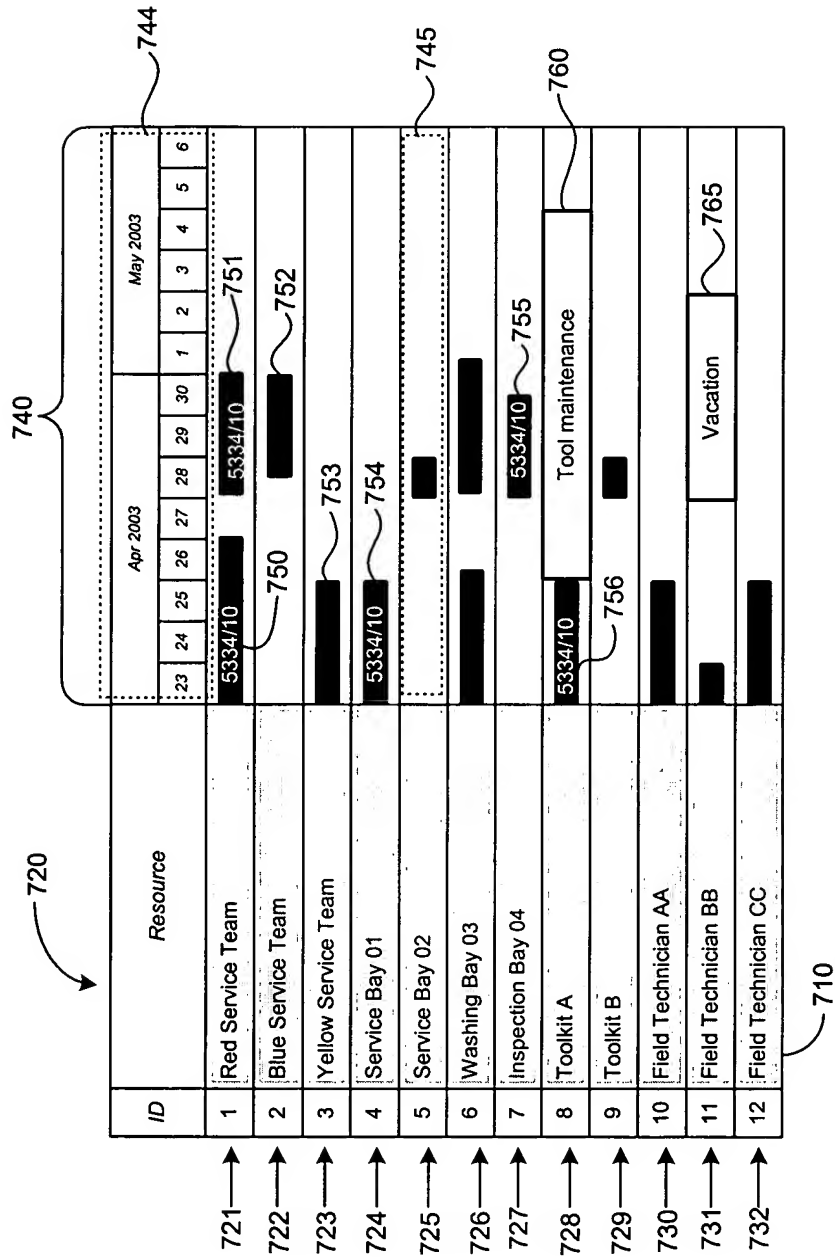


FIG. 7

800

810

Scheduler Work List

- ▶ ☐ Service Order 10003215 (165 hours)
- ▶ ☐ Service Order 10003222 (63 hours)
- ▼ ☐ Service Order 10003237 (58 hours)
 - ▶ ☐ Travel to customer site (12 hours)
 - ▶ ☐ Remove engine from machine (40 hours)
 - ▶ ☐ Transport from customer site to dealership (12 hours)
 - ▼ ☐ Recondition engine (465 hours)
 - ▶ ☐ Disassemble engine (65 hours)
 - ▶ ☐ Repair head assembly (48 hours)
 - ▼ ☐ Repair water pump (7 hours)
 - ▶ ☐ Mechanic
 - ▶ ☐ Toolkit A
 - ▶ ☐ Assemble engine (175 hours)
 - ▶ ☐ Clean engine (15 hours)
 - ▶ ☐ Bay 07
 - ▶ ☐ Transport back to customer site (12 hours)
 - ▶ ☐ Install engine in machine (40 hours)
- ▶ ☐ Service Order 10005432 (12 hours)
- ▶ ☐ Service Order 10002344 (23 hours)
- ▶ ☐ Service Order 10003878 (98 hours)

Alert Monitor

Actual alerts

Display alert types: ☐ all ☐ confirmed alerts

836

837

Icon	Alert Type	Alert description	Navigate
<input type="checkbox"/>	Order overdue	Service order 8000003452 is 4 hours overdue	<input type="checkbox"/>
<input type="checkbox"/>	Resource overload	Work overload occurred for resource James Smith on Friday, 30.08.2002, 2 to 4 pm	<input type="checkbox"/>
<input type="checkbox"/>	Spare part availability	Spare part 4711 not in time (arrives 2 days late on Thursday, 29.08.2002)	<input type="checkbox"/>
<input type="checkbox"/>	Order completion	Service order 8000004567: 80% of time gone	<input type="checkbox"/>

840

Scheduler Worklist

Work list view: ☐ Most urgent service orders ☐ 825

Sched.	Priority	Service Order	Item	Service Task	Descr.	Start Date	Start Time	End Date	End Time	Dur.	Unit	Customer
<input type="checkbox"/>	very high	8000005334	10	Repair Service		23.08.2002	08:00:00	25.08.2002	17:00:00	5	hours	Dimmler
<input type="checkbox"/>	very high	8000003633	10	Pump Adjustment		28.08.2002	10:00:00	28.08.2002	16:00:00	2	hours	Ford
<input type="checkbox"/>	high	8000006848	10	Contract Service 1		25.08.2002	07:00:00	02.09.2002	12:00:00	18	hours	Toyota
<input type="checkbox"/>	high	8000005674	20	Pump Adjustment		01.09.2002	08:00:00	01.09.2002	17:00:00	3	hours	Generate Mots
<input type="checkbox"/>	medium	8000004323	10	Contract Service 2		21.08.2002	14:00:00	25.08.2002	14:00:00	6	hours	Ferrari
<input type="checkbox"/>	low	8000005994	10	Full Maintenance		25.08.2002	08:00:00	03.09.2002	18:00:00	48	hours	Chryther
<input type="checkbox"/>	high	8000007653	10	Repair Service		01.09.2002	08:00:00	03.09.2002	17:00:00	5	hours	Mitsumishi

820

FIG. 8

900

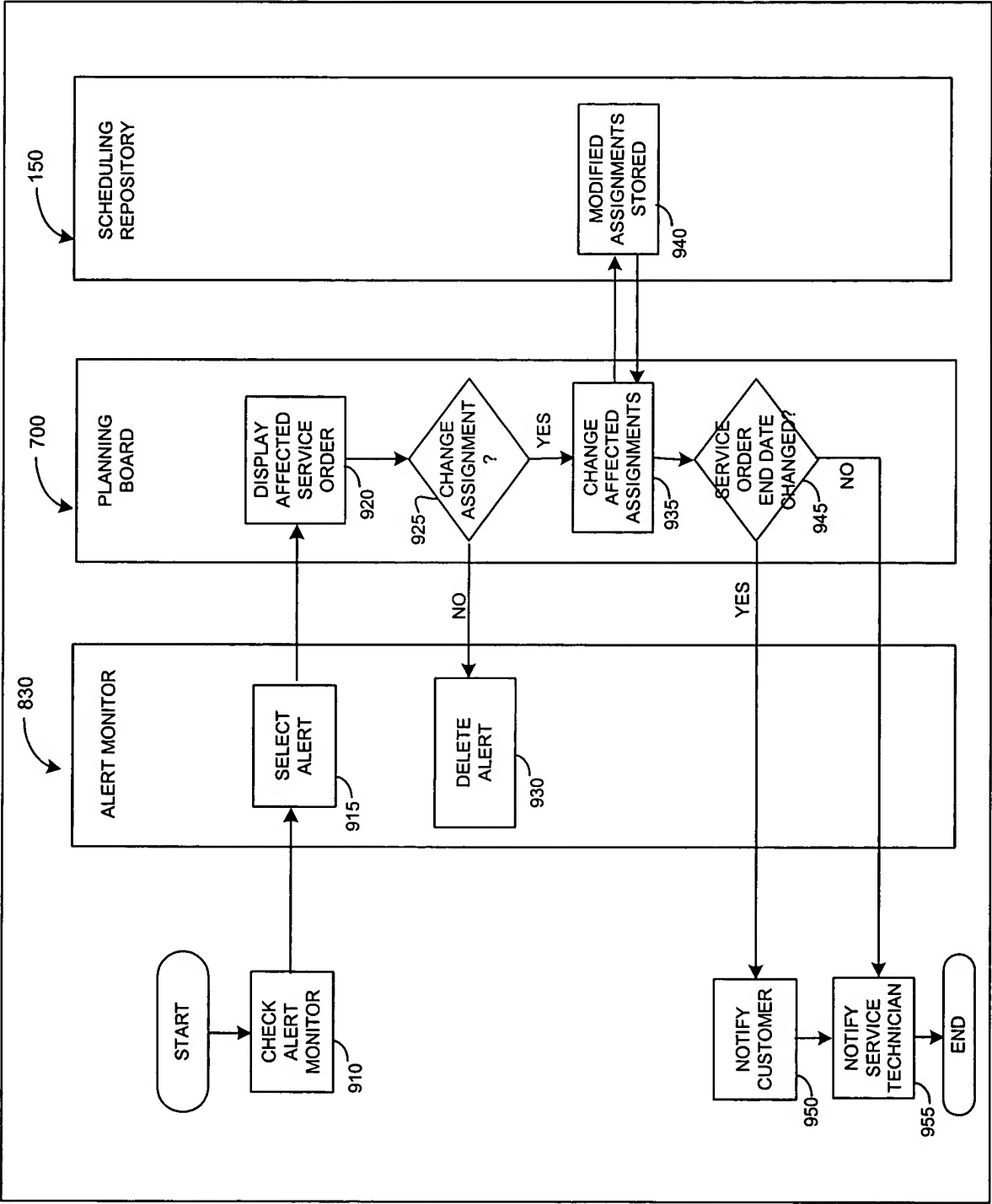


FIG. 9

1000

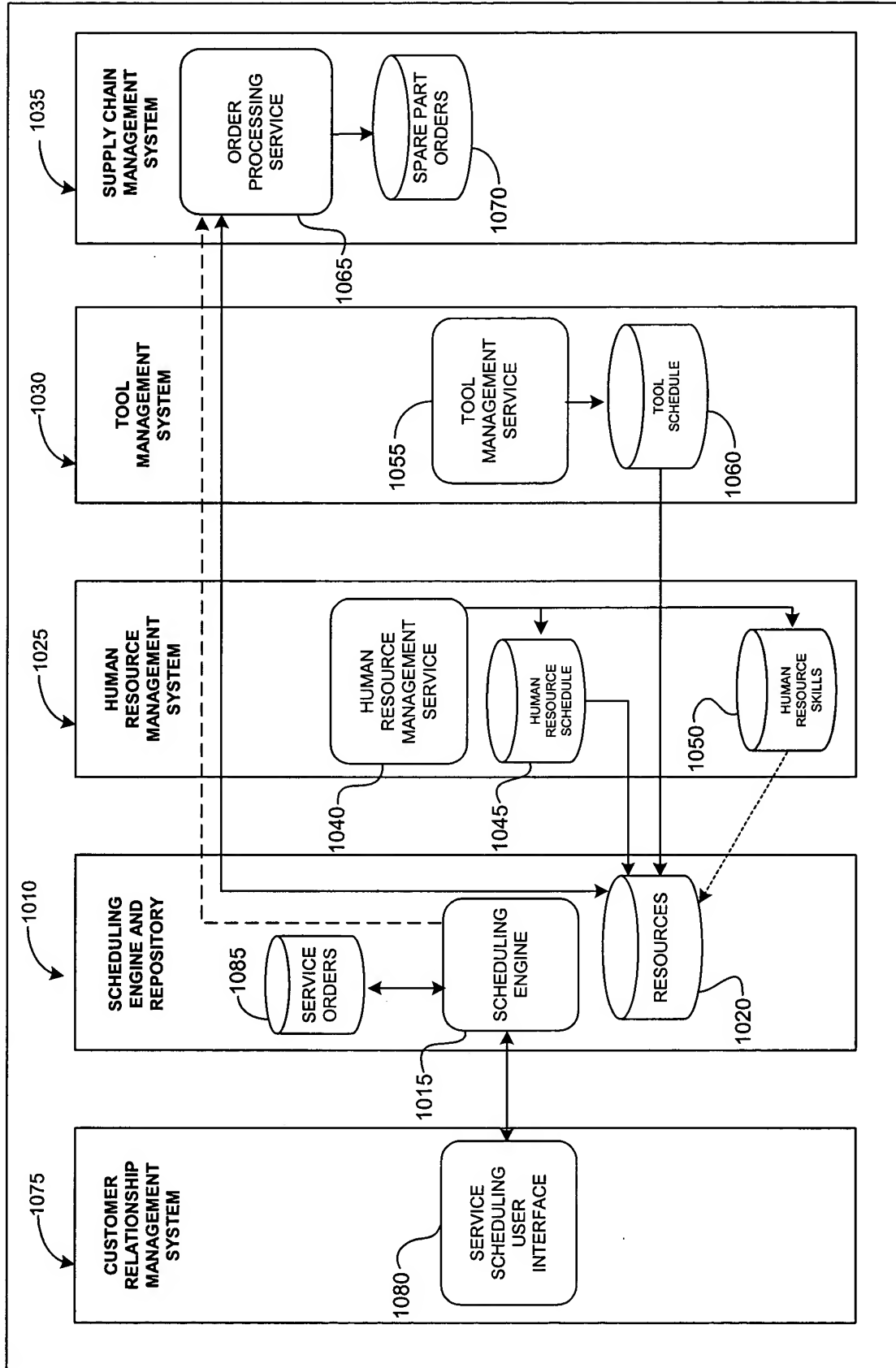


FIG. 10

1100

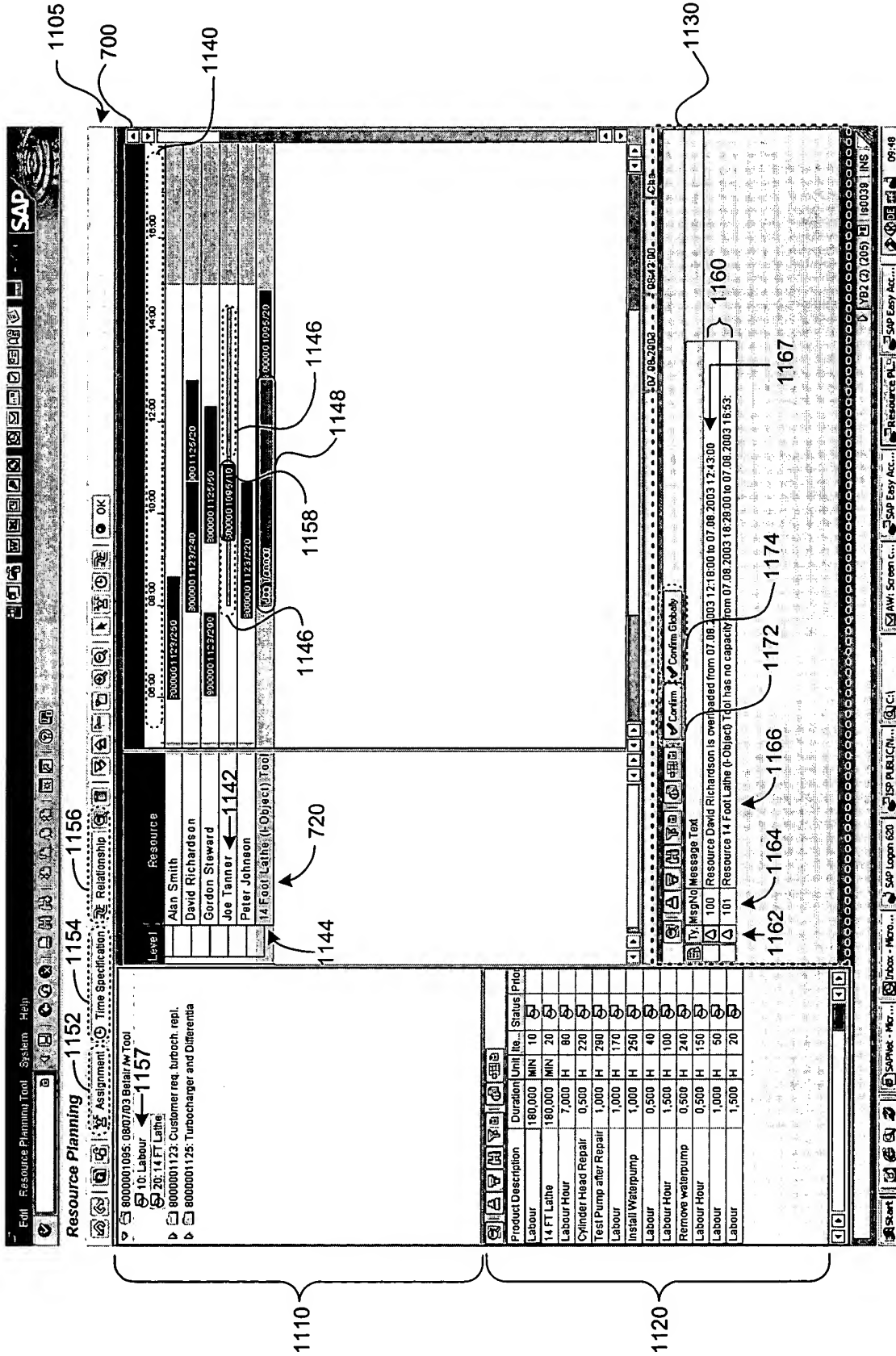


FIG. 11